

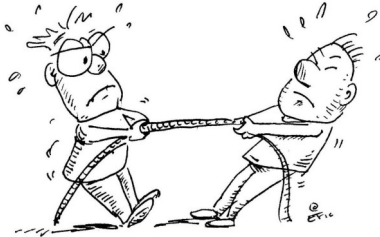
# THE IPN DISPATCH

IPN Monthly Dispatcher Update

December 2014

## Incident Control

The first dispatcher that sends an incident maintains “control” of that incident for the purpose of sending updates or changes in alarm level. However, as we are a TEAM (TOGETHER EVERYONE ACCOMPLISHES MORE), it is not appropriate to try to “lock in” a page or send an unnecessary duplicate. This only serves to slow down the system, literally and figuratively, and creates animosity amongst your teammates.



If you are monitoring a paged incident that has a significant change in status, please wait for the initial dispatcher to send the update. If, after a few minutes, no update is sent, send them an IPN mail message (be sure to click the read-receipt option) to inquire if they are still monitoring. If no response after 10 minutes, you may assume incident control. It would be wise to check the dispatcher chat console as well.

As a matter of courtesy, should the initial dispatcher eventually return and request incident control, please allow them that option (wouldn't you expect the same?).

If you are the initial dispatcher of a major incident and cannot maintain control for whatever reason, it is acceptable to post this in the dispatch chat so that another dispatcher can monitor the incident. It is also permissible, and encouraged, to ask for assistance in the dispatch chat if you experience any technical difficulties or are responding to the scene yourself.

## IPN on the Road

As previously mentioned, IPN will be visiting central Florida in early February to meet with our dispatchers. This is a great time for the local team members to gather, meet each other and ask questions regarding the system. We will continue to hold these meetings in various parts of the United States and Canada. It will take some time to meet everyone but we will do our best.

There will be a meeting in Orlando on Tuesday, Feb 3rd at the Hampton Inn on International Drive. This will be at 18:30 Hrs. Please RSVP if you will be in the area and plan to attend. Walk ins are welcome but we would prefer a head count so that we can have

enough food and giveaways for everyone who attends.

The second meeting will be the following night, Wednesday, Feb 4th at a location to be determined near Tampa or Clearwater. We really need your help on this one. If you live in this region and would like to attend the meeting please email support and let us know what is more convenient for you. The majority will rule. This location and time will be announced in the January newsletter. You are welcome to RSVP for this meeting now or wait until the details are finalized.

All dispatchers who are attending one or both of these meetings please include your shirt size in the email.

## IPN Dispatcher of the Month

We are pleased to announce that **DEL008** has been named DOTM!

We wish to thank him for his almost 3 years of service to IPN.

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

We truly appreciate the high quality service that each of you provide.

## In This Issue

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- IPN on the Road
- Residential Fires
- Feed Review: New Haven, CT
- Incident Photos
- Pop Quiz & Public Safety Humor

## Pop Quiz !

Law enforcement and EMS arrive at a home and discover a dead body lying in the yard. There were no reports of gunshots or other altercation. EMS confirms the victim is DOA, police rope off the area, and a request is made for the medical examiner.

Based on the radio reports and developing situation, how would you send this incident over IPN?

- A) Trauma Alert - the patient is dead and deaths qualify to be paged out.
- B) Violent Crime - this is a suspicious circumstance being investigated.
- C) Shooting/Stabbing - the body was in the yard, it must have been a drive-by.
- D) Special - this is worthy of letting the media know about a dead body.

Check the end of the newsletter to compare your answer with ours.

## Guidelines Review

### - Residential Fires

As we head into the holidays, many of us will take the opportunity to build a fire, grab that fuzzy blanket, make hot chocolate, and enjoy some quality time snuggled up by the fire with a copy of the IPN Guidelines.

As you read through them, you may think to yourself that the number of home fires increase during the winter and you would be right. We see a lot of fires and that correlates to more 1 Alarm Fire pages. So now is a great time to clarify some of the frequent issues with cold weather pages.

First, a reminder that chimney fires are not paged as a 1 Alarm Fire. Yes, they can cause damage, but they are usually contained to the flue and considered contained and not a true working fire. However, chimney fires that have extended beyond the chimney & have affected the actual structure may be paged to the 1 Alarm Fire category. The alert should indicate details to support extension.

IPN requires that the fire department be on scene to confirm all working fires. These type calls should not be sent based on a report from any other agency. It doesn't matter that police unit 244 is on scene screaming that the house is on fire, we wait for the first arriving fire unit to give a proper size-up.

Just saying Structure Fire is not permitted. If you are monitoring then repeating the arrival report of the first-in engine company is appropriate. Instead of saying Structure Fire, we prefer E1 o/s 2.5 story wood frame with heavy smoke from the rear - or whatever the report is. This way there is no need to send an update and it also verifies the report by indicating who is actually on scene.

We appreciate you and your efforts. As always if there is a question you have about paging that is not addressed in the Guidelines, please send a note to [support@incidentpage.net](mailto:support@incidentpage.net) and we are happy to help.

## Feed Review

-New Haven, CT

New Haven is the 2nd largest city in Connecticut with a population of 130,741. A career department consisting of 10 Engines, 4 Trucks, 2 Squads & 2 Emergency Units protect the city. These companies also cross-man specialized vehicles to provide service such as Hazmat & Technical Rescue as needed. Emergency 1 & Emergency 2 are the primary EMS units for the city. AMR is the contracted transporting ambulance.

This city can be monitored on Broadcastify ([click here](#)). This feed has a nice clear signal with no interference. The only hindrance to listening is the fact that they have not converted to the federally mandated "clear text" concept yet. To assist you, here are their codes. If you would like to send calls from this very busy department please contact support for access.

### SIGNAL & MESSAGE

- 4 Fire Dept Needs Assistance
- 21 Request a Box Alarm
- 22 Request a Second Alarm
- 23 Request a Third Alarm
- 24 Request a Fourth Alarm
- 25 Request a Fifth Alarm
- 26 Request an Ambulance
- 27 Request a B/C to Respond
- 28 Request for Fire Marshal
- 29 Request the Police to Respond
- 30 Request the Arson Unit
- 61 Telephone Call
- 62 Out of Service
- 63 Company On-Duty
- 64 Radio Test
- 65 Investigating Fire Location
- 72 Minor Fire
- 73 Working Fire
- 74 False Alarm No Fire Found
- 75 Non-Fire Situation
- 99 Message Understood
- 100 Cardiac Arrest

# New IPN Referral Program



We are pleased to announce the return of the dispatcher referral program. This program has been revised to allow our dedicated team members to acquire even more points just for telling people about our amazing organization. Here is how it works:

- The new member mentions you by name when signing up.  
(Your ID is also helpful but if the number is a digit off then someone else might get your points)
- After the member sends their first full value page you receive 100 points. Full value is a page that earns 5 pts or more.
- If the member is still active after six months you will receive a credit equal to 10% of everything they earned.
- There is no limit to the number of people that you can refer.
- Any fraudulent activity will result in the loss of all points and removal from the program.

To get the ball rolling, have your friends, family and co-workers email [support@incidentpage.net](mailto:support@incidentpage.net) for an application.

## PulsePoint Request

The Pulsepoint app continues to grow at a rapid pace. As of this writing, there are 132 different agencies or groups available. We have embraced this technology since day one and encourage our dispatchers to broaden their listening area so that we can improve coverage in areas where it is needed.

We know that many of you are already using Pulsepoint and we hope that others will soon get on board. If you are currently using it please send us a list of the agencies you follow so that we can see where coverage is strong or needs improvement. In fact, those who take the time to send us this info will receive points just for keeping us in the loop. Members who are looking to get involved but aren't sure who to monitor can also contact support and we will give you insight on where your services are needed.



## Photo Submissions

We are getting some great photos sent in! Thank you and keep them coming. Just remember, photos of all IPN alerts types are accepted, not just fires. So send in those SWATs, vehicle rescues, MCIs, and more!

Send to:  
[newsletter@incidentpage.net](mailto:newsletter@incidentpage.net)  
(emails to support are stripped of all attachments.)



## Incident Photos



Photo provided by Scott LaPrade



11-10-2014 20:27 | Lunenburg| 3 Alarm Fire| | 111 Mulpus Rd| Hvy fire from an old farmhouse with attached barn. Poss 1 resident unaccounted for. M/A:Townsend M/A:Fitchburg| MAS017

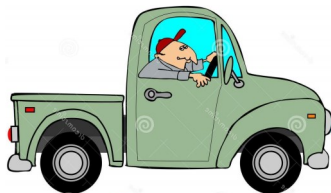
Check out Scott's professional website for more incident photos and to sign his guestbook:

[www.SmokeShowingPhotography.com](http://www.SmokeShowingPhotography.com)

[www.LaPradePhotography.com](http://www.LaPradePhotography.com)



## Public Safety Humor (An oldie but a goodie...)



On a rural road a state trooper pulled this farmer over and said: "Sir, do you realize your wife fell out of the car several miles back?" To which the farmer replied: "Thank God, I thought I had gone deaf!"

## Contact Us

Remember, we are here for YOU.

We only have a few dispatchers sending us incident photos, we want your input! Please send us your article suggestions, scene photos, input, and feedback. Remember, this is YOUR newsletter!

### Newsletter Story & Photo Submission:

[newsletter@incidentpage.net](mailto:newsletter@incidentpage.net)

### General Support:

[support@incidentpage.net](mailto:support@incidentpage.net)

### Dispatcher Admin Office:

1900 Weld Blvd, Suite 105  
El Cajon, CA 92020

### Quick Links:

Like us on [facebook](#)

Follow us on [Twitter](#)

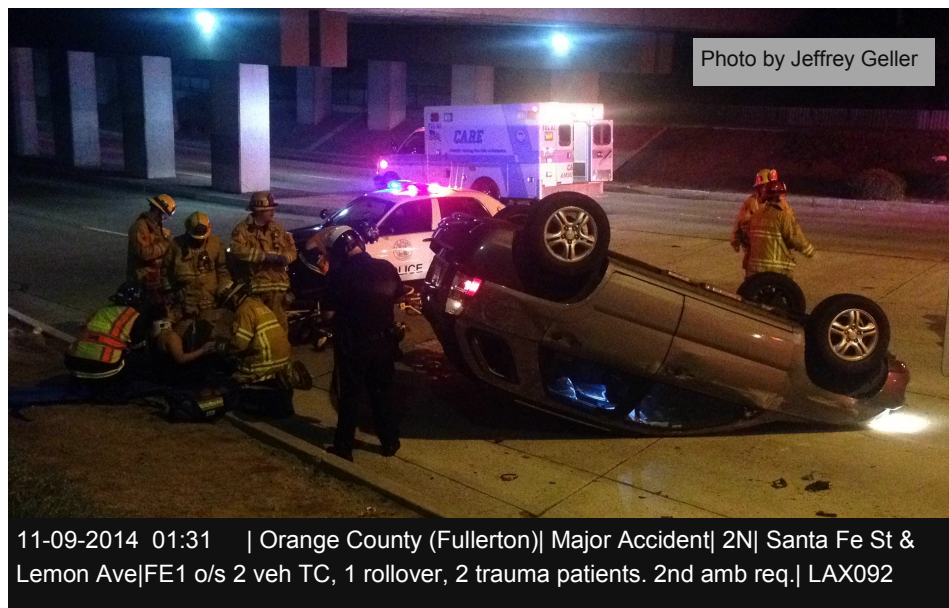


Photo by Jeffrey Geller

11-09-2014 01:31 | Orange County (Fullerton) Major Accident| 2N| Santa Fe St & Lemon Ave|FE1 o/s 2 veh TC, 1 rollover, 2 trauma patients. 2nd amb req.| LAX092

## Past Newsletters

Did you know that you can still access our past newsletters online?

Click here for the month you want to review again:

[JULY 2014](#)  
[AUGUST 2014](#)  
[SEPTEMBER 2014](#)  
[OCTOBER 2014](#)  
[NOVEMBER 2014](#)



## Pop Quiz Answer

Answer: Violent Crime

Remember we send out alerts like this based on cause vs effect. The police are investigating a death and a potential crime scene exists. Had the death been inside and of natural causes it would not be paged, but until the police rule out foul play we go with the cause of the death as a suspicious violent act.